

## MODE RENTALS ROADSIDE ASSISTANCE PROGRAMME

In the event of a breakdown or accident with your Mode rental vehicle, please contact Mode Roadside Assistance at [insert phone number]. Ensure to provide the operator with the vehicle registration number, your contact details, the breakdown location, and details of the issue.

Please note that the vehicle is covered for mechanical or electrical failures. However, any failures caused by the driver will be the responsibility of the driver. To proceed with dispatching the services, we will require a credit or debit card for payment of the pre-quoted service costs.

If the failure is determined not to have been caused by driver error, you will be refunded the call-out service costs. A summary of failure types and associated services is provided below:

FAULT TYPE	VEHICLE FAILURE	DRIVER ERROR
Accident/Vandalism		✓
Battery Flat		✓
Battery Expired	✓	
Bogged Vehicle		✓
Brakes	✓	
Cooling System	✓	
Doors	✓	
Driveline	✓	
Electrical Failure	✓	
Engine Failure	✓	
Exhaust System	✓	
Fan Belts	✓	
Fuel System	✓	
Gearbox / Trans	✓	
Ignition	✓	
Lost Keys		✓
Lockout		✓
Out of fuel / incorrect fuel		✓
Starter Motor	✓	
Steering / Suspension	✓	
Tech Advice Given		✓
Tyre Flat or Damaged		✓
Warning Light	✓	
Windows	✓	

## Mode Roadside Assistance - Entitlements

### **Covered:**

- 1. Flat Battery:** Except in cases where the driver is at fault, such as leaving lights on, coverage extends to issues arising from the battery or charging system failure itself. If no battery or electrical fault is identified, the driver will be liable for callout costs. The attending technician will inform roadside assistance of their findings subsequent to assessing the battery.
- 2. Towing:** Mechanical/electrical breakdowns are covered under the policy. However, the towing destination will be determined by roadside assistance and Mode Rentals. Towing to a repair facility will be provided during regular business hours.
- 3. Minor Roadside Repairs:** This service is covered if the breakdown is caused by a mechanical/Electrical fault and if the fault can be safely repaired at the roadside. However, if the technician determines that the fault was directly or indirectly caused by the driver or the driver's actions, the cost of the callout will be borne by the driver.
- 4. Vehicle Repairs and Parts:** In the event of a mechanical failure, NZ Roadside and its contractors will provide quotes for repairs and parts, which will need approval from Mode Rentals. If the vehicle cannot be repaired within a reasonable timeframe, Mode Rentals will provide alternative arrangements.

### **Not Included - Can be arranged at the driver's expense:**

- 1. Flat Tyre:** Not included in roadside assistance coverage. The operator will provide the driver with a quote for fitting the spare tyre if applicable, or towing the vehicle to a tyre store. Subsequently, the cost of replacement tyres upon arrival will be borne by the driver unless Mode Rentals instructs otherwise.
- 2. Keys Locked in Vehicle:** Excluded from coverage. The operator will provide the driver with a quote for unlocking the vehicle, and any associated costs will be at the driver's expense.
- 3. Run Out of Fuel or Electricity:** Excluded from coverage. The operator will offer the driver a quote for the expenses related to delivering fuel (subject to availability) or towing the vehicle to a fuel station. For electric vehicles (EVs), towing to a charging station may also be arranged at the driver's cost.
- 4. Bogged Vehicles:** Vehicles that are stuck due to non-mechanical reasons are not deemed mechanically defective. Consequently, the cost of recovering such vehicles will be borne by the driver.
- 5. Incorrect Fuel:** Any costs associated with recovery and repair due to incorrect fuelling will be the responsibility of the driver, as this is considered a driver-related fault.
- 6. Accidents:** Unless advised otherwise by Mode Rentals, the driver will be responsible for any costs incurred. In the event that the vehicle is undrivable due to an accident, it will be recovered to a tow yard for assessment, and the driver may be liable for costs associated with this service.
- 7. Accommodation:** Any accommodation or alternative transport costs will be the responsibility of the driver unless otherwise agreed upon by Mode Rentals. The provision of replacement vehicles, if required, is at the discretion of Mode Rentals and is subject to availability.